

The Paragon Network

October 2015 Newsletter

The Paragon Network is an elite group of independent FBOs that provide a first-class experience to business aviation travelers in North America.

The Paragon Network "Thinks Pink"

During Breast Cancer Awareness Month



Are you Paragon Preferred?

Customers with Paragon Preferred status are now receiving more benefits than ever! <u>Click here</u> to learn more and register!



Event Calendar:

<u>Click here</u> to view the full event calendar!



<u>State Fair of Texas</u> Fort Worth, TX September 25 - October 18

APEX & IFSA 2015 Expo Portland, OR September 28 - October 1

Breast Cancer Awareness
Month
October 1 - 31

4th USCAS -

4th USCAS - US Corporate
Aviation Summit
Fort Lauderdale, FL
October 1

Austin City Limits Music Festival (ACL) Austin, TX The Paragon Network has initiated a "Think Pink" campaign during the month of October in support of Breast Cancer Awareness.

Participating members of the Paragon Network will be handing out "Think Pink" bracelets. In addition, a portion of their fuel or service revenue will be donated to organizations supporting prevention and treatment of breast cancer.

Paragon Aviation Group will also be making a donation for every <u>FBO</u> <u>survey</u> completed during the month of October.

Visit ParagonFBO.com/Think-Pink to help!



National Customer Service Week

Goodguys 23rd Lone Star **Nationals** Fort Worth, TX

October 2 - 4

KMC Cyclo-cross Festival

Providence, RI October 2 - 4

Progressive Insurance Tampa Boat Show

Tampa, FL October 2 - 4

Fall Georgia State Fair

Atlanta, GA October 2 - 11

National Customer Service <u>Week</u>

October 5 - 9

Seattle Auto Show

Seattle, WA October 8 - 11

Austin City Limits Music Festival (ACL)

Austin, TX October 9 - 11

Columbus Day

October 12

3rd Annual Texas Trucklandia Fest

Austin, TX October 13 - 18

Boss' Day

October 16th

American International Motorcycle Expo (AIMExpo)

Orlando, FL October 17 - 18

Wings Over Houston

Airshow Houston, TX

October 17 - 18

International Gem and Jewelry Show

Houston, TX

October 23 - 25

Halloween

October 31

Our FBO Members:

XJet (APA)

Clay Lacy Aviation (BFI) Ideal Aviation (CPS)

<u>DuPage Flight Center (DPA)</u> Henriksen Jet Center (EDC)

Fargo Jet Center (FAR) Premier Jet Center (FCM)

National Jets (FLL) Texas Jet (FTW)

Hill Aircraft (FTY) Odyssey Aviation (GGT)

Aero Air (HIO)

Odyssey Aviation (NAS) Fontainebleau Aviation (OPF)

Providence Jet Center (OQU) Skyplace FBO (SAT)

StarPort (SFB)

Pazos FBO Services (SJU)



National Customer Service Week is October 5th - 9th! This week was established as a way to raise awareness of customer service and the vital role it plays in successful business practice and the growth of our economy.

During this special week, your organization can:

- · Boost morale, motivation and teamwork.
- Reward front-line representatives.
- Raise company-wide awareness of the importance of customer service.
- Thank other departments for their support.
- Remind customers of your commitment to customer satisfaction.

Click here for customer and employee focused ideas to make your customer service week a success.



"Kids Fly Free" at StarPort



StarPort (KSFB) is hosting a "Kids Fly Free" event for the 3rd time this year with the cooperation of EAA (Experimental Aircraft Association) #74 Young Eagles, Orlando Youth Aviation Center, and Crosswinds Flight Training!

This is a great opportunity to introduce aviation to our youth. FAA Certified Pilots will be giving kids between the ages of 8 - 17 FREE PLANE RIDES! A parent or guardian must sign a permission slip before the flight.

The event will be held on October 17th, 2015 from 9am - 12pm at the Orlando-Sanford International Airport at StarPort, 100 StarPort Way, Sanford, FL 32773.

Click here to download the event flyer!

Henriksen Jet Center (TME)
Tampa Int'l Jet Center (TPA)
Legacy Jet Center (TUL)
Clay Lacy Aviation (VNY)

Safety

Uncompromising safety is the most important ingredient in aviation today. Each one of our members are NATA Safety First Certified or has completed an equivalent program.

Service

Award winning service is undeniable in the Paragon Network. Each member has been rated among the top best FBOs in North America.

Reliability

This group of FBOs are the most consistent and dependable operators in North America.

Value

Our network of PAG locations guarantee a quality facility and outstanding service at a competitive price.

Quality

The PAG can guarantee a firstclass operation through comprehensive audits and core standards that each FBO is required to meet before joining the group.





How many women born in the United States will be diagnosed with breast cancer at some point in their life?

- a. 1 out of 20 (5%)
- b. About 1 out of 30 (3%)
- c. About 1 out of 8 (12%)
- d. About 1 out of 8 (12%)

Click here for the answer!



From Jeff King on Odyssey Aviation Exuma (MYEF)

I should've posted a comment a long time ago. Odyssey Exuma is awesome! The entire crew does an incredible job. A short email prior to arrival ensures that all documentation is handled properly for an efficient inbound and outbound experience. Line crew gives the red carpet treatment from airplane to ground transportation. They're genuinely kind and caring people doing a great job together.

From David M. Bowman on Henriksen Jet Center (KEDC)

The first part of June the wife and I were traveling from Miami to Los Angeles, and this was our second overnight. I did not read the Notam about the "x" games being in town at the same time. These folks bent over backwards to get us a car. Great service, and a thoughtful follow-up note, makes us want to stop here again. Thanks!

From Brent W. McCasland on Texas Jet (KFTW)

Always great service at Texas Jet. Visited many times before.

From Corey McCollough on Providence Jet Center (KOQU)

Pamela shuttled us all around as we tried to get to Martha's Vineyard. A real sweetheart who went the extra mile.

From Arlene Wohlgemuth on Henriksen Jet Center (KEDC)

Lineman Paul Scott has consistently given me outstanding service. He has made flying in and out of Austin Executive a joy. I recommend Austin Executive but especially wanted to recognize Paul for above and beyond service.

From Mark Antoine on Texas Jet (KFTW)

My preferred stop at Meacham. No fees, excellent fuel price, and friendly service. Will be returning for sure if I ever need to fly to the Fort Worth area.

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